

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Wednesday 28th March 2012
Time of meeting 6:00pm – 7:10pm

Present: Howard Kendall MBE (HK) Chairperson, Kate Burden (Secretary), Clare Sherman (CMS) Practice Manager, Margaret Ashmore (MA), Pat Davies (PD), Dr Jalal Grera (JG), Susan Kendal (SK), Mohamed Lahaware (ML), Michael Maxwell (MAX), Minaxi Modi (MM) and Pradip Modi (PM)

Apologies: Dr Alison Mawby (AM) Partner, Zholia Alemi (ZA), Abu Taher (AT),

Item	Issue Raised	Action	Timescale	Owner
1	HK welcomed and thanked all to the meeting. Apologies for absence received and noted as above.	N/A	N/A	N/A
2	No amendments to previous meetings minutes- signed off.	ALL	CLOSED	HK
3	Practice Update & 12 month review: CMS provided an overview of the last 12 months since change in partnership <ul style="list-style-type: none"> • Website launched • Online appointment booking • Online repeat prescription request • Suggestion Box in main corridor • Repeat Script Box in main corridor • Quarterly Newsletter for Patients • New staff uniforms (PPG complimented staff on professional appearance & bright & welcoming look) • Wheelchair purchased • DNA's reducing monthly • Deposits for Travel Clinic has helped to reduce DNA's • A&E & walk in attendances reducing • Multi skilled nursing team • Regular minor surgery clinics • Regular Sexual Health clinics • Nurse Prescriber for Sit & Wait clinic which frees up on Call Dr to deal with "emergencies" • Patient Telephone Surveys • Staffing levels increased at peak times for incoming calls • Workforce is as diverse as our patient population with staff able to speak Mandarin – Hindi, English – 	CMS	On-going	CMS

	<p>Arabic (and much more)</p> <ul style="list-style-type: none"> • Staff have supported various charities over the last 12 months & 2012/2013 charity is SANDS which is close to staffs heart. More details on events will follow but if you've any stamps please bring them in to the surgery as the charity uses these. • Annual Quality Review (AQR) AM & CMS attended in February on behalf of practice, member of PCT , Public Health& CCG discuss Practice performance, development etc. Great feedback received & we're 1 of top performers in whole of LLR. Also fantastic flu uptake this year! • Contract Review – AM & CMS attended – only a couple of slight amendments to be made (mainly to do with Practice Leaflet adding PCT details & nurses qualifications) • CMS advised that she will for the next meeting bring a summary of the AQR to share with PPG. 			
4	<p>Nominations for Chair & Secretary. HK announced that he would be standing down,he thanked fellow PPG members for their support & work over last 12 months. HK nominated Max for chair & all members backed nomination. Max thanked HK for his work as Chair & this was echoed by all present. Secretary – KB advised that with regret at present time she needs to stand to down. CMS asked for volunteers. Agreed that a minute taker will be agreed at each meeting and it would be shared across the group.</p>	ALL	ALL	On going
5	<p>Website – Max advised he's started to do some work on the PPG page but he has to be in the Practice to upload documents. Has agreed with CMS that he will email these in to her & they will agree when Max can come in to review. HK asked if it was possible to find out how many hits the website has had. CMS advised she would speak to IT dept & update everyone. Max asked for suggestions on what to put on the page. CMS suggested that PPG needs to be visible, get their faces known,</p>	Max All	Ongoing	All

	<p>suggested photos – all members agreed. Also PPG will have notice board @Practice too. Max is going to look at making the website more users friendly.</p>			
6	<p>AOB</p> <ul style="list-style-type: none"> • Max discussed Leicester Links – he will attend the next meeting (this Thursday) and will report back to group – HK & SK said the last couple of meetings didn't have any focus. CMS advised she couldn't attend. • Max will be in contact with Connexions in Leics and also the Youth Parliament to see what they say about recruiting younger members for the PPG. • PM asked for CCG update to be added to the Agenda CMS agreed • PM asked about new members – CMS said we all need to recruit people (see above Max & connexions) • PM advised was happy to advertise PPG in the Chemist – can other members do too? • Max asked if pages could be numbered on Mins – added! • CMS advised that Practice has sign off from Landlord to design a Kiddies corner – pictures circulated to all, will be meeting with lady this week to discuss options etc. • PPG wanted to pass on thank you & congratulations to staff for hard work over the last 12 months- CMS adv would ensure all staff were aware & thanked PPG on Practice behalf. 			

On-going Actions

Item	Issue Raised	Action	Timescale	Owner
1	ZA suggested the PPG make a video to be played in reception areas.	ALL	01/2012	ALL
2	Website development in progress	CMS	01/2012	CMS
3	Did Not Attend (DNA) review	CMS	On going	CMS
4	PPG Bank Account/CRB's	CMS	01/2012	CMS
5	Photographs of PPG	ALL	05/2012	ALL

Closed Actions

1	Practice Audit can't be shared as previous partnership not given consent. Should not be an issue at next audit as new Partnership.	CMS	04/2011	CMS
2	Donation – wheelchair – bought with unclaimed travel deposits	CMS/ZA	01/2012	CMS

Dates of Future Meetings

Dates of future meetings:-

Date	Location	Time
Weds 9 th May 2012	MV	6.30pm